

**City of Ramsey**  
**“A New Day...A New Beginning”**  
**TRUST**

“Show a willingness to trust others, others will be more inclined to leave behind their doubts and apprehension.

To promote TRUST throughout the organization, be the first to:

- Disclose information about who you are and what you believe
- Admit mistakes
- Acknowledge the need for personal improvement
- Ask for feedback – positive and negative
- Listen attentively to what others are saying
- Invite interested parties to important meetings
- Share information that’s useful to others
- Openly acknowledge the contribution of others
- Show that you’re willing to change your mind when someone else comes up with a good idea
- Avoid talking negatively about others
- Say, “We can trust them,” and mean it!

Trustworthiness is in the eye of the beholder. This means that in order for others to call you “trustworthy” they must believe that you have their best interests at heart. It means that you don’t want to see them get hurt, be embarrassed, feel harassed, or suffer. You want them to succeed, to be healthy, happy, and prosperous.

And, because of this, people believe they can take the risks of putting themselves in a relationship with you, even if there are no rock-solid guarantees of positive outcomes.”

*THE LEADERSHIP CHALLENGE*  
by James M. Kouzes and Barry Z. Posner

Modified and presented at January 15, 2013 Strategic Planning Workshop by Anita S. Duckor

